



IOWAccess Advisory Council

IOWAccess Revolving Fund Project Application

Proposing agencies should complete and submit Parts I, II and III to request Design approval, then complete and submit Parts IV and V to request Implementation approval.

Part I - Project Information

Date:	December 29, 2008
Agency Name:	Department of Veterans Affairs
Project Name:	Dynamic Forms Project
Agency Manager:	Kent Hartwig
Agency Manager Phone Number / E-Mail:	515-242-0031 Kent.Hartwig@iowa.gov
Executive Sponsor (Agency Director or Designee):	Patrick Palmersheim
Initial Total for Design:	\$89,700
Initial Total for Implementation:	\$
Initial Total for all Phases of Project, if Multi-Phased:	\$
Project Timeline: (estimate start and end dates for project spending)	Design Start Date: 1/09 Design End Date: 3/09 Implementation Start Date: Implementation End Date:
Revised Total for Design and Implementation:	\$
Revised Total for all Phases of Project, if Multi-Phased:	\$

Part II - Project Overview

A. Project Summary: Describe the nature and use of the proposed project, including what is to be accomplished, how it will be accomplished, and what the costs and benefits will be.

Response: The main purpose of this project is for DAS-ITE to add the capability for our veterans to be able to apply online at the IDVA website for:

1. The Veterans Trust Fund
2. Veterans Commemorative Property transactions
3. County Grant Program
4. Vietnam Bonus Program
5. War Orphan Tuition Assistance
6. Injured Veteran Grant Program
7. All other application for benefits and service currently made to the IDVA

This will be accomplished by adding the forms to the existing IDVA website as interactive forms so that counties and veterans may fill them out online and submit them without printing and mailing. This will greatly improve the way veterans are able to apply to the IDVA for benefits and services by allowing the veteran to apply for a benefit at any time.

B. Strategic Plan: How does the proposed project fit into the strategic plan of the requesting agency?

Response: IDVA's mission statement is "To enable management, staff, and our customers to accomplish their objectives by working cooperatively with them. To seek to constantly improve resources to serve Iowa veterans, their dependents and survivors, in securing benefits provided by federal and state laws."

This project dovetails with the department's mission by providing veterans with another option in accessing benefits through the state. Also, it allows the department to improve services to veterans by streamlining applications into a database upon arrival and decreasing processing time for application received online.

C. Current Technology: Provide a summary of the technology used by the current system. How does the proposed project impact the agency's technological direction? Are programming elements consistent with a Service Oriented Architecture (SOA) approach? Are programming elements consistent with existing enterprise standards?

Response: Currently, a veteran can go to the existing website and print off a hard copy of several of the applications, complete the application by hand and mail it in. There is currently no system that allows for a Veteran to enter any information on line. DAS-ITE will use existing enterprise standards to complete the project.

D. Statutory or Other Requirements

1. **Is this project or expenditure necessary for compliance with a Federal law, rule, or order?**

YES (If "Yes", cite the specific Federal law, rule or order, with a short explanation of how this project is impacted by it.)

Response: No, this expenditure is not required by Federal law, rule, or order.

2. **Is this project or expenditure required by state law, rule or order?**

YES (If "YES", cite the specific state law, rule or order, with a short explanation of how this project is impacted by it.)

Response: No, this expenditure is not required by state law or rule.

3. Does this project or expenditure meet a health, safety or security requirement?

YES (If "YES", explain.)

Response: No, this expenditure does not meet a health, safety or security requirement.

4. Is this project or expenditure necessary for compliance with an enterprise technology standard?

YES (If "YES", cite the specific standard.)

Response: No, this expenditure is not necessary for compliance with an enterprise technology standard.

[This section to be scored by application evaluator.]

Requirements/Compliance Evaluation (15 Points Maximum)

If the answer to these criteria is "no," the point value is zero (0). Depending upon how directly a qualifying project or expenditure may relate to a particular requirement (federal mandate, state mandate, health-safety-security issue, or compliance with an enterprise technology standard), or satisfies more than one requirement (e.g. it is mandated by state and federal law and fulfills a health and safety mandate), 1-15 points awarded.



E. Impact on Iowa's Citizens

1. Project Participants - List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, other levels of government, etc.) and provide commentary concerning the nature of participant involvement. Be sure to specify who and how many **direct** users the system will impact. Also specify whether the system will be of use to other interested parties: who they may be, how many people are estimated, and how they will use the system.

Response: The participants of this project will be the IDVA and the veterans who apply for benefits. It is estimated there may be as many as 750 veterans who will use the online capability on an annual basis.

2. Service Improvements - Summarize the extent to which the project or expenditure improves service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

Response: Veterans are an increasingly technologically savvy citizenry. Printing out a form and completing it by hand is error-prone, cumbersome and frustrating. Especially to those who are dealing with a combat related illness. Online forms present an opportunity for the veteran and their spouse to complete the form and present it to the department in a manner that they are most comfortable with.

Furthermore, online submittal will speed the processing time by getting the application to the department immediately instead of through the mail. It will help to reduce human error in processing through handwriting interpretation and will provide more clarity to the program administer at the department. Applications will be immediately placed into a database which will eliminate a portion of the department processing, speeding up the delivery of the benefit for the applicant.

3. Citizen Impact – Summarize how the project leads to a more informed citizenry, facilitates accountability, and encourages participatory democracy. If this is an extension of another project, what has been the adoption rate of Iowa's citizens or government employees with the preceding project?

Response: This project provides an immediate connection to the Iowa Department of Veterans Affairs. By providing the option to complete applications online, a veteran has immediate satisfaction that they have submitted the form and it has been received. This provides an added layer of accountability to the department to ensure the applicant is notified of the receipt of the form and that processing timeframes will be followed. Staff members who administer programs have been involved in the development of this project and are fully prepared to adopt the use of online forms.

As an extension of the previous IDVA website design, there is anecdotal information indicating that the information provided on the site is 100% improved and is a valuable resource to veterans in this state. In fact, other states have informed the department that they are utilizing the site as a portal to federal information and they are planning to pattern their site after ours. This project is an extension of Phase I to help veterans who feel more comfortable utilizing technology for their benefits.

4. Public Health and/or Safety – Explain requirements or impact on the health and safety of the public.

Response: In extending the usability of our Phase I effort, this project will provide veterans with timely and reliable access to the services and resources that can assist them in their transition to civilian life as well as providing assistance for health and family issues.

[This section to be scored by application evaluator.]

Impact Evaluation (15 Points Maximum)

- Minimally directly impacts Iowa citizens (0-5 points).
- Moderately directly impacts Iowa citizens (6-10 points).
- Significantly directly impacts Iowa citizens (11-15 points).



[This section to be scored by application evaluator.]

Customer Service Evaluation (10 Points Maximum)

- Minimally improves customer service (0-3 points).
- Moderately improves customer service (4-6 points).
- Significantly improves customer service (7-10 points).



F. Scope

1. Is this project the first part of a future, larger project?

YES (If "YES", explain.) X NO,

Response: No

2. Is this project a continuation of a previously begun project?

X YES (If "YES", explain.)

Response: Yes – The IDVA website was completely renovated in the first phase and DAS-ITE is adding the capability of submitting an application on-line rather than printing the application off, completing and sending it in via the mail in the second phase.

[This section to be scored by application evaluator.]

Scope Evaluation (10 Points Maximum)

- This is the first year of a multi-year project / expenditure or project / expenditure duration is one year (0-5 points)
- The project / expenditure is of a multi-year nature and each annual component produces a definable and stand-alone outcome, result or product (2-8 points).
- This is beyond the first year of a multi-year project / expenditure (6-10 points)



The last part of this criteria involves rating the extent to which a project or expenditure is at an advanced stage of implementation and termination of the project / expenditure would waste previously invested resources.

G. Source of Funds

On a fiscal year basis, how much of the total project cost (\$ amount and %) would be absorbed by your agency from non-Pooled Technology/IOWAccess funds? If desired, provide additional comment / response below.

Response: Once completed, updates and changes will be made by the department and all associated costs will be absorbed by IDVA. However, the department does not have the funds to pay for the design and implementation of the project and cannot absorb the cost at this time.

[This section to be scored by application evaluator.]

Funds Evaluation (5 Points Maximum)

- 0% (0 points)
- 1%-12% (1 point)
- 13%-25% (2 points)
- 25%-38% (3 points)
- 39%-50% (4 points)
- Over 50% (5 points)



Part III – Design Proposal

Amount of Design Funding Requested: \$89,700.00

A. Process Reengineering

1. Provide a *pre-project or pre-expenditure* (before implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens interact with the current system.

Response: Currently, a veteran can go to the IDVA website, click on the application in which the veteran is interested, print off the application, complete the application and mail it into the IDVA. The application is received at the IDVA offices where numerous fields of information from the application are entered into the appropriate spreadsheet by an IDVA resource.

2. Provide a *post-project or post-expenditure* (after implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens will interact with the proposed system. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

Response: With the implementation of the capability to complete an application on-line, the veteran will fill in the required fields on the application and submit the application to the IDVA. The following applications will be available for submission online:

1. Iowa Injured Veteran Grant Application
2. War Orphan Educational aid application
3. Iowa Veterans Trust Fund Assistance Application
4. Iowa Veterans Trust Fund Family Support Group or Children's Programs application
5. Iowa Veterans Trust Fund Honor Guard reimbursement application
6. Operation Recognition – Honorary High School Diploma application

Upon receipt, the submitted data for all applications will be saved to a new database. The Vietnam Conflict Veterans Bonus program is being used as a pilot for full electronic handling. The program administrator will use the database to maintain and process the application through the use of administrative screens.

For all other program applications a data file containing the application information will be emailed to one or more IDVA resources. The appropriate IDVA resource will be able to transfer the data from the data file into the appropriate spreadsheet used for processing applications for that program.

A timeline for moving to fully on-line applications for the other programs have not yet been established, but the software is being designed with that goal in mind.

[This section to be scored by application evaluator.]

Reengineering Evaluation (10 Points Maximum)

- Minimal use of information technology to reengineer government processes (0-3 points).
- Moderate use of information technology to reengineer government processes (4-6 points).
- Significant use of information technology to reengineer government processes (7-10).



B. Timeline

Provide a projected timeline for the Design phase of the project. Include such items as **start date, projected end date**, planning, and database design. Also include the parties responsible for each item.

Scope	-	Completed	-	IDVA and DAS-ITE
Planning/design funding request		January, 2009		IDVA
Planning/design	January, 2009 -			IDVA and DAS-ITE
Implementation funding request		May, 2009		IDVA
Implementation	May, 2009			IDVA and DAS-ITE

[This section to be scored by application evaluator.]

Design Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).



C. Spending Plan

Explain how the funds will be allocated.

Work on mock up screens	-	360 hours - 30 screens X 12 hours per screen
Creation of test plan	-	25 hours
Completion of requirements	-	5 hours
Creation - detailed design document	-	240 hours - 30 screens X 8 hours per screen
Data model	-	20 hours
Project manager duties	-	50 hours
Unknowns	-	<u>70 hours</u>
Total hours	-	770 hours

D. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the **Design Financial Benefit Worksheet, # 5** below and the **Implementation Financial Benefit Worksheet, # IV E3**, as necessary:

1. One Year Pre-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation.

Quantify actual state government direct and indirect costs (personnel, support, equipment, etc.) associated with the activity, system or process prior to project implementation.

Describe One Year Pre-Project Cost:

Because the department will still maintain the processes needed to accept paper forms, we anticipate little actual reduction in department operational costs.

Quantify One Year Pre-Project Cost:

	State Total
FTE Cost(salary plus benefits):	\$0
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$0
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$0
Total One Year Pre-Project Cost:	\$0

One Year Post-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process after project implementation.

Describe One Year Post-Project Cost:

Because the department will still maintain the processes needed to accept paper forms, we anticipate little actual reduction in department operational costs.

2. Quantify One Year Post-Project Cost:

	State Total
FTE Cost(salary plus benefits):	\$0
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$0
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$0
Total One Year Post-Project Cost:	\$0

3. One Year Citizen Benefit - Quantify the estimated one year value of the project to Iowa citizens. This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of \$10 per hour for citizen time.

Describe savings justification:

Applications take approximately one hour to complete thoroughly. Online forms will save the citizen time in completing the application and in returning the forms.

<u>Transaction Savings</u>	
Number of annual online transactions:	2000
Hours saved/transaction:	.5
Number of Citizens affected:	750
Value of Citizen Hour	\$10
Total Transaction Savings:	\$3750
Other Savings (Describe)	\$0
Total One Year Citizen Benefit :	\$3750

4. Opportunity Value/Risk or Loss Avoidance - Quantify the estimated one year non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc

Response:

Failure to complete this project will result in the department continuing to utilize a solely paper-based process and perpetuating the inefficiency associated with it.

5. Design Financial Benefit Worksheet

A. Total One Year Pre-Project cost (Section III D1):	\$0	
B. Total One Year Post-Project cost (Section III D2):	\$0	
C. State Government Benefit (= A-B):		\$ 0
D. One Year Citizen Benefit (Section III D3):		\$3750
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		\$0
F. Total Design Benefit (C+D+E)	\$3750	
G. Annual Prorated Cost (From Budget Table, Section IV C):	\$89700	
Benefit / Cost Ratio: (F/G) =	0.041	
Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100	-95.81	

6. Benefits Not Readily Quantifiable - List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response:

By adding the capability for our veterans to apply on-line to the IDVA will greatly improve customer service for our veterans. This allows a veteran the opportunity to apply for a benefit whenever it is convenient for them and in a format that they are more at ease with.

[This section to be scored by application evaluator.]

Design Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



Part IV – Implementation Funding

Amount of Implementation Funding Requested: \$

Amount of Hosting Requested: \$

Note: Projects developed by DAS-ITE allow first year of hosting charges

A. Timeline

Provide a projected timeline for the Implementation phase of the project. Include such items as **start date**, coding, testing, deployment, conversion, parallel installation, and **projected date of final release**. Also include the parties responsible for each item.

Response:

[This section to be scored by application evaluator.]
Implementation Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).



B. Funding Requirements

On a fiscal year basis, enter the estimated cost by funding source: Be sure to include developmental costs and ongoing costs, such as those for hosting the site, maintenance, upgrades.

	Current FY		Current FY +1		Current FY +2	
	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost
State General Fund	\$0	0%	\$0	0%	\$0	0%
Pooled Tech. Fund /IOWAccess Fund	\$0	0%	\$0	0%	\$0	0%
Federal Funds	\$0	0%	\$0	0%	\$0	0%
Local Gov. Funds	\$0	0%	\$0	0%	\$0	0%
Grant or Private Funds	\$0	0%	\$0	0%	\$0	0%
Other Funds (Specify)	\$0	0%	\$0	0%	\$0	0%
Total Project Cost	\$0	0%	\$0	0%	\$0	0%
Non-Pooled Tech./Non-IOWAccess Total	\$0	0%	\$0	0%	\$0	0%

[This section to be scored by application evaluator.]
Implementation Funding Evaluation (10 Points Maximum)

- The funding request contains questionable items (0-3 points).
- The funding request seems reasonable with few questionable items (4-6 points).
- The funding request seems reasonable with no problem areas (7-10).



C. Project Budget Table

It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project-related equipment, products, or services are utilized before they are updated or replaced. In general, the useful life of hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years.

The Total Annual Prorated Cost (State Share) will be calculated based on the following equation:

$$\left[\left(\frac{\text{Budget Amount}}{\text{Useful Life}} \right) \times \% \text{ State Share} \right] + (\text{Annual Ongoing Cost} \times \% \text{ State Share}) = \text{Annual Prorated Cost}$$

Budget Line Items	Budget Amount (1 st Year Cost)	Useful Life (Years)	% State Share	Annual Ongoing Cost (After 1 st Year)	% State Share	Annual Prorated Cost
Agency Staff	\$		%	\$	%	\$
Software	\$		%	\$	%	\$
Hardware	\$		%	\$	%	\$
Training	\$		%	\$	%	\$
Facilities	\$		%	\$	%	\$
Professional Services	\$		%	\$	%	\$
ITE Services	\$		%	\$	%	\$
Supplies, Maint., etc.	\$		%	\$	%	\$
Other	\$		%	\$	%	\$
Totals	\$		%	\$	%	\$

D. Spending plan

Explain how the funds will be allocated.

E. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Implementation Financial Benefit Worksheet, #3 below, as necessary:

1. **Opportunity Value/Risk or Loss Avoidance** – Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

Response:

- 2. Benefits Not Readily Quantifiable** – List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response:

3. Implementation Financial Benefit Worksheet

A. Total One Year Pre-Project cost (Section III D1):	\$	
B. Total One Year Post-Project cost (Section III D2):	\$	
C. State Government Benefit (= A-B):		\$
D. One Year Citizen Benefit (Section III D3):		\$
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		\$
F. Total Design Benefit (C+D+E)	\$	
G. Annual Prorated Cost (From Budget Table, Section IV C):	\$	
Benefit / Cost Ratio: (F/G) =		
Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100		

[This section to be scored by application evaluator.]

Implementation Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



Part V – Auditable Outcome Measures

For each of the following categories, list the auditable metrics for success after implementation and identify how they will be measured.

1. Improved customer service

Response:

2. Citizen impact

Response:

3. Cost Savings

Response:

4. Project reengineering

Response:

5. Source of funds (Budget %)

Response:

6. Tangible/Intangible benefits

Response:

Evaluation Summary

[This section to be completed by application evaluator.]

Design Phase:

Requirements/Compliance Evaluation (15 Points Maximum)	<input type="checkbox"/>
Impact Evaluation (15 Points Maximum)	<input type="checkbox"/>
Customer Service Evaluation (10 Points Maximum)	<input type="checkbox"/>
Scope Evaluation (10 Points Maximum)	<input type="checkbox"/>
Funds Evaluation (5 Points Maximum)	<input type="checkbox"/>
Reengineering Evaluation (10 Points Maximum)	<input type="checkbox"/>
Design Timeline Evaluation (10 Points Maximum)	<input type="checkbox"/>
Design Financial Evaluation (15 Points Maximum)	<input type="checkbox"/>
<u>TOTAL DESIGN EVALUATION</u> (90 Points Maximum)	<input type="checkbox"/>

Implementation Phase:

Implementation Timeline Evaluation (10Points Maximum)	<input type="checkbox"/>
Implementation Financial Evaluation (15 Points Maximum)	<input type="checkbox"/>
Implementation Funding Evaluation (10 Points Maximum)	<input type="checkbox"/>
<u>TOTAL IMPLEMENTATION EVALUATION</u> (35 Points Maximum)	<input type="checkbox"/>